

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Frederic P. Messinger and Bruce E. Nevin
Application No.: 09/345,903 Group: 2174
Filed: July 1, 1999 Examiner: Tran, Mylinh T.
Confirmation No.: 1807
For: Method and Apparatus for Software Technical Support and Training



CERTIFICATE OF MAILING OR TRANSMISSION	
I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, or is being facsimile transmitted to the United States Patent and Trademark Office on:	
8/9/04	<i>Denise Carideo</i>
Date	Signature
<i>Denise Carideo</i>	
Typed or printed name of person signing certificate	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment for filing in the above-identified application.

- [] Small entity status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a Small Entity Statement previously submitted.
- [] A Small Entity Statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

The fee has been calculated as shown below:

(COL. 1)	(COL. 2)	(COL. 3)
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST NO. PREVIOUSLY PAID FOR
TOTAL	34	MINUS * 34
INDEP	4	MINUS ** 4
FIRST PRESENTATION OF MULTIPLE DEP. CLAIM		

* not fewer than 20
** not fewer than 3

SMALL ENTITY	
RATE	ADDIT. FEE
X \$9	\$
X \$43	\$
+ \$145	\$

TOTAL = \$ 0

OTHER THAN SMALL ENTITY	
RATE	ADDIT. FEE
X \$18	\$ 0
X \$86	\$ 0
+ \$290	\$

TOTAL = \$ 0

Please charge Deposit Account No. 08-0380 for the following fees:

<input checked="" type="checkbox"/>	Petition for one month Extension of Time	\$ 110
<input type="checkbox"/>	Amendment Fee	\$
<input checked="" type="checkbox"/>	Other Fees:	
	Request for Continued Examination	\$ 770
		\$
		\$
	TOTAL:	\$ 880

A check is enclosed in payment of the following fees:

<input type="checkbox"/>	Petition for one month Extension of Time	\$
<input type="checkbox"/>	Amendment Fee	\$
<input type="checkbox"/>	Other Fees:	
		\$
		\$
	TOTAL:	\$ 0

☒ A general authorization is hereby granted to charge Deposit Account No. 08-0380 for any fees required under 37 C.F.R. 1.16 and 1.17 in order to maintain pendency of this application. A copy of this authorization is enclosed for accounting purposes.

Respectfully submitted,

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

By Mark B. Solomon
Mark B. Solomon
Registration No.: 44,348
Telephone (978) 341-0036
Facsimile (978) 341-0136

Concord, Massachusetts 01742-9133

Dated: 8/9/04